The Old Rectory Nursing Home

Service User Guide

March 2007

WELCOME TO

The Old Rectory Nursing Home

On behalf of the Proprietors, Management and Staff may we extend a warm welcome to you.

The Management and Staff at The Old Rectory Nursing Home are committed to providing the very best quality of care for our residents.

We hope you find the information contained in the Service User's Guide booklet informative and useful. It contains brief answers to many questions often asked by our new residents.

Of course if you require any more information, please do not hesitate to approach any member of our staff who will be happy to give you more detailed information. Your comfort, care and well-being are always very important to us.

We will never forget that you are an individual and this will always be uppermost in our minds when planning your care.

Throughout your stay with us, we will ascertain your preferences and choices in all aspects of your care so that you may remain as independent as possible.

The Home & Location

The Old Rectory been a Nursing Home for the past 11 years and is situated within easy reach of Exeter's town centre with access to amenities. The shops, library, banks, post office and railway station are all within walking distance.

The Proprietors

The Home has recently been taken over by Mr. G. Cox who intends that the Home becomes one of the most sought after in Exeter for excellence of care and high standards.

The Old Rectory Nursing Home is one of four Homes owned by Southern Healthcare (Wessex) Ltd. All four provide a happy and homely atmosphere in which each resident feels at home, cared for and contented.

The Staff

The Managers are supported by a strong dedicated team of qualified nursing staff and Care Assistants, all of whom are committed to giving an unconditional high standard of care.

A number of the care workers hold NVQ Level 2 qualifications and above whilst others are currently in the process of training. Many other courses have been attended such as First Aid, Health & Safety, Manual Handling, Risk Assessments, etc. and we maintain an ongoing training programme both in-house and with outside agencies. The ancillary staff consists of cooks, domestic assistants and a gardener/handyman.

A Few Notes from the Proprietors:

"We want to make you feel welcome."

The Old Rectory can accommodate 44 residents. We have 43 bedrooms, one double room, of which 7 have en-suite facilities.

There are three lounges, two of them are TV rooms the other lounge is a quiet room. They are where you may meet other residents or entertain your family and friends and where you could socialize, invite your guests for lunch, listen to your choice of music, watch television or read. You can participate in some or all of the activities organised for your interest.

If you prefer to just relax and rest, that is fine, too.

"The choice is always yours."

Many Residents choose The Old Rectory as their permanent home, due to health and mobility requirements or on the advice of their Doctors or if they feel it would be preferable to be in a ***safe*** environment where ***quality care*** is always at hand.

Regardless of your length of stay, we would want you to consider, from the moment you arrive, that The Old Rectory is your home. You have the freedom to spend your time however you wish to.

As a measure to test the quality of the services we provide, we continually ask the question –

'Is the Home good enough for my Mother, Father, Grandmother or Grandfather?'

If not, then it is not good enough for our residents. We always ensure that it is and take a close interest in everything that is done at The Old Rectory.

If you are at any time unhappy with anything, no matter what, please let us know.

Sometimes there are sound reasons why we have to do certain things in a particular way, usually due to Health and Safety Regulations. We will always explain these to you in detail.

A large proportion of the policies relating to the day-to-day routines have evolved from the suggestions and requests of our residents and this is an on-going practice.

The Home is run for the benefit of its residents, and not for the convenience of the staff or ourselves. All that we do and the way we do it should therefore be what you would like us to do.

We welcome your suggestions and ideas at all times. We maintain a Comments Book and a confidential Comments Box and would act swiftly upon any comment or complaint.

On the following pages you will find a guide both to the day-to-day life at The Old Rectory and to the services and facilities we offer. We hope this guide will answer many of the questions that you are most likely to ask.

These are among the questions we are normally asked and their answers:

1. What happens if I become ill?

   We are a dual registered Home and offer nursing care. Therefore if any of our residents become ill they can be cared for at The Old Rectory unless their doctor decides differently.

2. Can I bring my own furniture with me to the Home?

   The only limit placed on residents wishing to bring their own furniture is the size of their room and safety regulations. We actively encourage residents to bring their own furniture and belongings. We will be happy to discuss with you the possibilities of bringing your own items into the room you have chosen.

3. What activities do the Home offer?

The Home offers a range of activities from outings, entertainment in the form of music and movement, bingo, quizzes, hairdressing and chiropody. Our activities vary depending on each resident's requests and wishes. We do everything possible to meet your individual choice of activities.

4. When can any family and friends visit?

As The Old Rectory is your home, there are no restrictions and visitors are welcome at anytime although we do ask where possible to avoid mealtimes. Visitors who have travelled far are welcome to join you for a meal. Please let us know in advance. A small fee is payable.

5. Can I come and go as I please?

Residents are free to come and go as they please. All we ask is that you let us know that you are going out and what time we can expect you back.

6. Can I smoke?

For Health and Safety reasons, smoking is only allowed in designated areas, under staff supervision. Smoking is subject to an on-going risk assessment.

'A' TO 'Z' OF YOUR HOME

ACTIVITIES

Most of our residents prefer a quiet life and spend much of their time reading, watching television, or chatting with other guests, their visitors or the staff. We do arrange outings and in-house entertainment on a regular basis. We recognise your independence and the types of events and the frequency are changed to best suit individual needs. To participate or not in any activity is always the resident's choice.

ARRIVAL

When you arrive at the Home you will be made very welcome. We will show you around and introduce you to both staff and residents.

BATHS

Staff are always available to assist with your bathing needs.

BIRTHDAYS

As we all know your date of birth from our records, we will always remember your special day and if you wish we will celebrate it with a special tea party.

BREAKFAST

Breakfast is served in your room. You may like breakfast in bed or prefer to sit out of bed . The choice is yours.

CALL BELLS

Call bells have been installed in every room including the toilets and bathrooms. If you require assistance of any nature, please use this system – it works and help will be at hand.

CARE

We are committed to providing the very best quality of care for our residents. We never forget that you are an individual, and this is uppermost in our minds when planning your care and ensuring it suits your personal requirements. Our care records are updated on a daily basis and reflect changing requirements and priorities.

CHILDREN

We welcome children as visitors at all times.

CHIROPODY

A Chiropodist visits the home on a 6-weekly basis. You are more than welcome to have a chiropodist visit you on a private basis. Or if you prefer we can arrange for a private chiropodist to visit you.

CHOICES

We aim to give our residents as much choice as possible in all areas of their care.

CHURCH

If you would like to attend a church service we will help to organise this for you. Every third Wednesday in the month we have a Holy Communion service.

DENTIST

Each Resident has the choice of using their own dentist, though we have and can offer the services of a dentist who visits us.

EARLY MORNING TEA

This is a Home and not an institution. We do not make a practice of waking you up at dawn with a cup of tea! It is for you to advise us of your wishes. If you do like an early morning drink, all you do is let us know.

ENCOURAGEMENT

Our staff will always encourage you to achieve as high a quality of life as is feasible and safe.

FAMILY

We pride ourselves on our family atmosphere. We encourage families to become involved in the care of their relatives.

FEES

There is a great deal of job satisfaction in caring for elderly and infirm people and we do understand the concerns of our residents. We never make cuts in our standards of care and facilities and are always aware that we must provide the very best value. Our fees are compatible with maintaining first class care.

FIRE PRECAUTIONS

The Home complies with all the Health & Safety regulations and has in place all the correct equipment and procedures. However we need to ensure that you will be safe in the event of a fire and will therefore complete a Personal Risk Assessment to enable our staff to ensure your safety. All staff have a thorough knowledge of the layout of the Home and escape routes and will be at hand should you need to evacuate the Home. There are certain rules like keeping fire doors closed and restricted smoking that have been introduced – these are for your safety.

The Fire Assembly Point is by the upper office in the Christow area by the fire panel.

FURNITURE

"Can I bring my own Furniture?" Yes, we would want you to be as comfortable as you would be in your own home. We will be happy to discuss with you the feasibility of bringing your own items, bed, armchairs, bureau etc. into the room you have chosen. We always try to please, but must at all times have safety uppermost in our minds. We do like you to personalise your room and would be pleased to hang your favourite pictures for you.

GAMES

An assortment of board and card games is available for your use.

GARDEN

Entertain your visitors, enjoy a cup of tea or just lap up the sunshine in our secluded garden.

G.P.

If you come to us from outside your own G.P.'s area we will advise you of the choice you will have of a G.P. from a local practice. If you need to consult your doctor we will make an appointment either for you to visit the surgery, or alternatively, the doctor will visit you in the privacy of your room at the home.

HAIRDRESSER

If you have a hairdresser who will visit you at the home, you may make your own arrangements. Alternatively we have a hairdresser who visits us on a regular basis.

HEARING

We will assist you and ensure you receive advice on problems relating to hearing difficulties, either privately or through the NHS.

HOBBIES

We always want to encourage you to continue with your hobbies or explore new ones. Please tell us about your interests. Over the years we have had pleasure in learning about helping wherever possible to attain individual pursuits. Perhaps we can suggest something that would interest and stimulate you. The choice is virtually unlimited and whatever your circumstances there will be many interesting and relaxing ways to spend your leisure time.

HOME

We want you to think of The Old Rectory as your home. Tell us if there is anything that you need and we will do our best to provide it.

HOSPITAL

We will help you make arrangements if you need to have treatment at the hospital.

HOSPITALITY

Whenever you have visitors, please extend our hospitality to them. We would be delighted to serve tea and coffee to you and your guests, either in your room or in the lounge or in the garden in summer.

If you have a visitor who has travelled a long distance, and you would like them to join you for lunch or supper, we would be pleased to arrange this. Please give us advance notice so that we can instruct the catering staff to be prepared for your visitor/s.

ILLNESS

If you unfortunately fall ill, we will access help from the appropriate services to aid your recovery.

INSURANCE

Our master insurance policy at The Old Rectory includes cover for our residents' personal effects. We urge you not to bring in items of great value, but if you do so, it would be advisable to take out additional cover for your special items.

JARGON

If you do not understand any term used by a member of staff, please ask them to give you a clearer explanation.

KINDNESS

At the Home you will never be treated with anything else but kindness and respect.

LAUNDRY

We will wash and iron all your clothes in our own laundry. We do request that your clothing be marked with named labels. You will appreciate that we do a considerable amount of washing and cannot take responsibility for items that are not clearly labelled and go astray.

Any items that require dry-cleaning, major repairs or alterations may be undertaken by special arrangement.

LIBRARY

We have a supply of books with some in large print. Exeter library lend us over 50 books every 3 months for you to enjoy, these are all large print. In addition the library supply us with several audio books which you may like to borrow. If you have any favourite authors please let us know and we will try to obtain a selection for you.

MEALS

All our meals are home-cooked and offer a well-balanced and nutritious diet. We use fresh produce in our cooking whenever possible. We also cater for special diets i.e. diabetic, vegetarian. If you have a favourite dish, please ask cook to prepare it.

MOBILE PHONES

You may use your own mobile phone during your stay with us.

MUSIC

We have a variety of music tapes that you can listen to.

NEWSPAPERS

We can order the newspaper or magazine of your choice and it will be delivered to your room.

OPTICIAN

If you do not have your own, we have an optician who will visit.

PETS

Pets are allowed but permission must be given by the Matron. We do have some birds in one of the lounges and a pond with goldfish.

PHOTOGRAPHS

On admittance we will take your photograph to put on file and a copy will be placed on your door for safety reasons.

PRIVACY & DIGNITY

Your privacy and dignity are always respected at the home. If you wish to have a lock and key to your own room for your own personal use, please ask any member of staff who will transmit your request to the Matron.

QUALITY ASSURANCE

We invite residents and visitors alike to complete and return our Quality Assurance Questionnaires. This will help us to monitor and ensure that the Home is providing the very best quality of care to our residents.

QUESTIONS

Staff will always take the time to answer your queries so please do not hesitate to speak to any member of staff regarding any questions you might have.

QUIET

There will always be a quiet corner to be found at The Old Rectory.

RELIGION

We will arrange for a representative of any denomination to visit the Home. For those who wish to attend a religious service outside the Home, assistance will be given if required.

SAFETY

Our aim is to provide you with a safe and secure environment.

SHOPPING

We will help to arrange a shopping trip if you so wish. Alternatively we will buy any goods on your behalf.

SMOKING

Smoking is allowed in the designated areas only, under staff supervision and is subject to an ongoing risk assessment.

SOCIAL ACTIVITIES

A programme of activities has been arranged for your enjoyment. It is your choice to participate or not. Watch out for notices of forthcoming events. If you have any suggestions as to where you would like to go or something you would like to see or do in the Home, just speak to any of the staff.

SUGGESTIONS

All suggestions and recommendations from our residents, their advocates or families covering the operational aspects of running the Home, social activities or religious preferences are welcome. The Management is committed to addressing these as part of the overall philosophy of quality assurance for those for whom The Old Rectory is their home.

TELEPHONE

Residents can choose to have their own telephone installed in their room or make use of the home's payphone.

TRANSPORT

We will arrange transport for you anytime – be it for a social occasion or a hospital appointment.

UNDERSTANDING

The staff at the home are here to listen, understand and talk about any anxieties, problems or worries that you may encounter.

VALUABLES

We do have a safe where smaller items can be kept. We will give you a receipt for every item deposited.

VISITING

This is your home and you may treat it as such with regard to people visiting. There are no set times and visitors are welcome at anytime, avoiding mealtimes where possible.

WELL-BEING

The well being of our residents is uppermost in our minds.

WHEELCHAIRS

We can lend you a wheelchair if you so wish or you may bring your own.

YES

Yes is the word we like to say, where possible, to your requests.

ZEST

We hope that the home will give all our residents enjoyment and quality of life during their stay with us.

PHILOSOPHY OF CARE

A. To provide a secure, stable and comfortable environment whilst providing a standard of individual mental and physical care which ensures that each resident is as happy and contented as possible.

B. To ensure that the dignity of each resident is maintained at all times.

C. To stimulate and maintain physical and mental activities by setting realistic targets and encouraging residents to participate in the decision making in an attempt to reach these targets.

D. To enhance the quality of life by providing a safe, secure, comfortable and supportive environment.

E. To ensure each resident's right to personal choice is maintained especially in relation to clothes, diet and activities.

F. To encourage residents to care for themselves where they are willing and able, and to regularly update Care Plans to take account of this.

G. To ensure that each resident is treated as an individual and that others respect his or her dignity, irrespective of any disability or frailty.

H. To maintain each resident's right to privacy by ensuring all staff knock before entering a room.

I. To maintain each resident's right to be consulted in any proposed changes to daily living arrangements and to encourage their participation in making suggestions and decision-making.

J. To maintain each resident's right of choice of family practitioner, dentist, optician, chiropodist etc. where possible.

K. To ensure each resident has the right to socialise with the community at large by encouraging them to invite family, friends and acquaintances into our Care Home.

L. To maintain each resident's right to have his or her political, religious, sexual beliefs and emotional needs accepted and respected.

COMPLAINTS & CONCERNS PROCEDURE

Residents and their representatives are encouraged to seek advice and information from staff members on matters that they genuinely do not understand. We actively encourage our residents or their representatives to speak up if they are unhappy with any aspect of the service provided.

A complaint received verbally by a member of staff should be acknowledged immediately, recorded in the 'Complaints Register' and action taken to resolve immediately. Alternatively, discuss the situation with the senior staff on duty who will do their utmost to rectify the situation.

In the event of a complaint or concern with the care offered by The Old Rectory, the complaint or concern should be discussed with the registered manager, who is available by appointment at the home's address or by telephone.

The Manager will acknowledge your complaint within 4 days and respond to a complaint in writing within 28 days with the aim to rectify the situation following investigation.

Should a complaint be considered a serious untoward incident, it will be referred immediately to the Manager who will consider raising the issue and liasing with the relevant authorities.

Accurate records of all complaints will be made and the Inspectors of the Registering Authority are informed of serious matters.

If you feel that your complaint has not been resolved satisfactorily or you wish to contact the Home's Inspection Unit at anytime regarding the care being provided, you may contact them at:

Commission for Social Care Inspection
Ashburton Office
Unit D1, Linhay Business Park
Ashburton
Devon
TQ13 7UP Telephone 01364 651800

A resident will never be discriminated against for making a complaint.

While it is important for you to know that you can complain and make suggestions, it is also important to us that you feel happy and comfortable with the quality of life within the Home. Therefore compliments are also recorded so that the standards at The Old Rectory can be seen to be effective.

ADVOCATE AGENCIES AND USEFUL ADDRESSES

Commission for Social Care Inspection
Ashburton Office
Unit D1, Linhay Business Park
Ashburton
Devon
TQ13 7UP Telephone 01364 651800

Citizens Advice Bureau
King William Street
Exeter
Devon Telephone 01392 201210

Department of Social Services
Devon County Council
County Hall
Exeter
Devon EX2 4QD Telephone 01392 384444

Department of Social Security
Jobcentre Plus Office
Western Way
Exeter
EX1 2DA Telephone 01392 474700

Alzheimer's Disease Society
Gordon House
10 Greencoat Place
London
SW1P 1PH Telephone 0207 306 0606

Age Concern England
Astral House
1268 London Road
London
SW16 4ER Telephone 0131 220 3345

Help the Aged
16-18 St James Walk
Clerkenwell Green
London Telephone 0207 253 0253

Royal Institute for the Blind (RNIB)
224 Great Portland Street
London
WIN 6AA Telephone 0207 388 1266

British Deaf Association
1-3 Worship Street
London
EC2A 2AB Telephone 0207 588 3520

Association for Continence Advice
Winchester House
11 Cranmer Road
Kennington Park
London
SW9 6EJ Telephone 0207 820 8113

Local Solicitors

Foot Anstey Sargent
4-6 Barnfield Crescent
Exeter
Devon Telephone 01392 411221

Gilbert Stephens
17 Southernhay East
Exeter
Devon Telephone 01392 424242